

HOW TO DEAL WITH NEGATIVE PEOPLE AND KEEP FROM BECOMING NEGATIVE YOURSELF



Dr. Michael R. Weber
Drweber9097@att.net
Human Relations Training and Support Services
Grafton, Wi 53024
262-689-2270

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Negative people are tremendous energy drainers for children, other adults, and themselves. Learn how to deal effectively with negativism and increase your own positive approach to people and everyday life challenges. Also, learn how to improve the overall atmosphere of an organization and increase the positive energy of its employees.

WHAT ARE THE CHARACTERISTICS OF NEGATIVE PEOPLE?

Basic Information and Realities

- A. As a person looks at the world through their lenses, do they see hope and possibilities ... or just the opposite?
- B. Is their inner grump alive and well?
- C. You cannot make negative people happy!
- D. Four realities about negativism:

Reality #1

Difficult people exist in all areas of life. They cause problems for anyone who comes in contact with them.

Reality #2

You cannot change negative people, they can only change themselves. What you can do is set the stage and the environment for them to want to change and support/reinforce them.

Reality #3

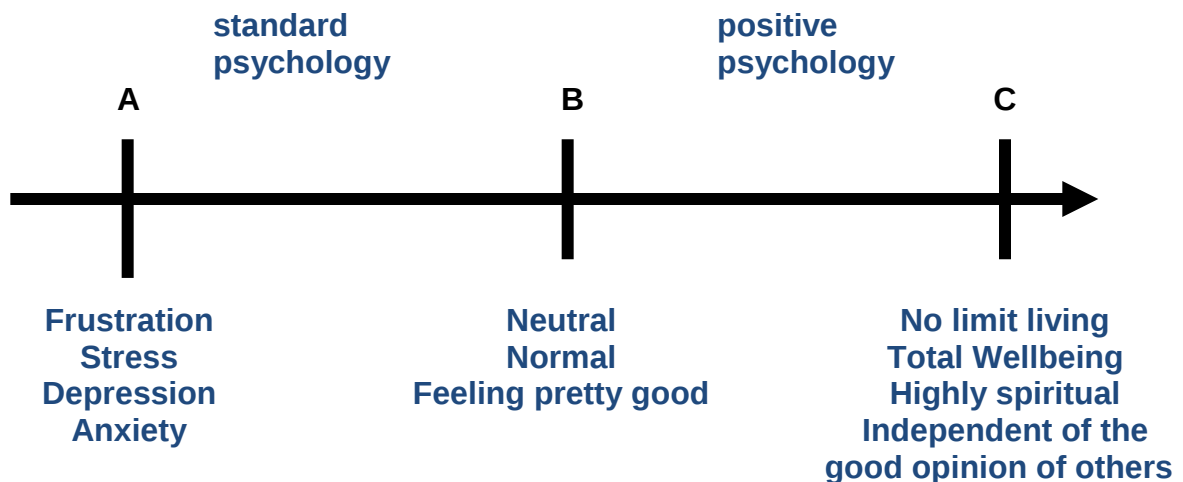
Understanding what makes negative people tick and what makes them do what they do, reduces your stress and increases your ability to change the organizational atmosphere. It also makes your life a lot easier. "A bit of insight produces calmness and relaxation."

Reality #4

There is no single book or recipe on how to deal with negative people. It is not like making a cake where you mix ingredients in certain portions, bake, and out comes a finished cake (a positive person). We are dealing with changeable human beings who all look at life differently and react to situations differently.

1. FIRST, YOU NEED TO UNDERSTAND THE CONCEPT OF POSITIVITY

- Positive psychology developed as a new branch of psychology in 1999.
- The concept of positivity emerged in 2002 from positive psychology.
- There have been thousands of research studies identifying and supporting positivity since 2005.
- Psychology Model of Health:



- Humor is a feeling of joy, light-heartedness.
- Laughter is a physical act as a result of something we perceive as funny.
- Positivity runs deeper. It consists of a whole range of positive emotions embedded deep inside us such as joy, hope, gratitude, appreciation, love, inspiration, compassion, interest, pride, etc.
- Scientific research in Barbara Fredrickson's book, Positivity.
- Positivity matters, and it especially matters in trying times.
- Recent neuroscience research has shown that positivity broadens your mind, builds your best future, and fuels your ability to bounce back from adversity.

Positive Questions

What's good about my job?
What's good about my family?
What's good about where I live?
What's good about my commute to work?
What's good about my spouse or good friend?
What's good about today?
What can I celebrate?
What's going right for me right now?
What's right here?



- **There are over 30 scientific studies that show that positivity increases the life span of terminally ill patients by 5 to 10 years.**
- **Positivity alters your brain and changes how you think.**
Positivity = Development of more neurons = Broadened mind = More positivity
- **It also changes the way you interact with the world.**
- **Managers and leaders with greater positivity are more accurate and effective in decision making, which increases employee productivity.**
- **Managers and leaders with greater positivity infect their work groups with more teamwork and self-satisfaction.**



Positive Emotions:

Hope
Compassion
Love
Gratitude
Joy
Inspiration



Humor
Serenity
Pride
Awe
Interest

- Positivity has helped psychology evolve from a disease model (finding out what's wrong) to a positivity strength model (improving normal lives).

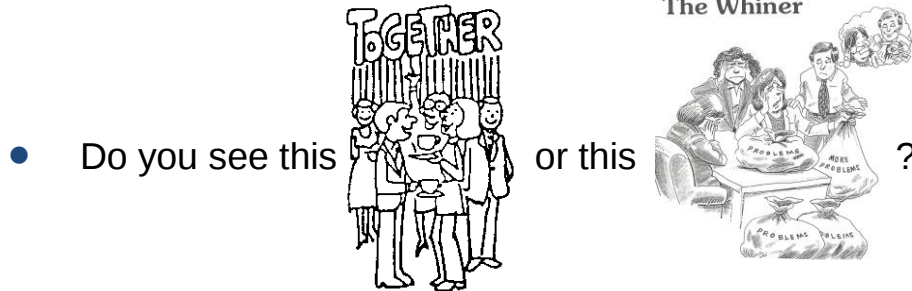
10 Specific Ideas For Taking Negative People To a Higher Level

1. Understand and use the concept of positivity
2. Visualize success with negative people
3. Build emotional banks with everyone
4. Understand the psychology of negativism
5. Use suggestions for tolerating and handling them
6. Use suggestions to help them change
7. Be a leader of positivity (leadership)
8. Change criticizers into supporters
9. Develop words of encouragement for yourself
10. Read literature and information related to the psychology of mental science



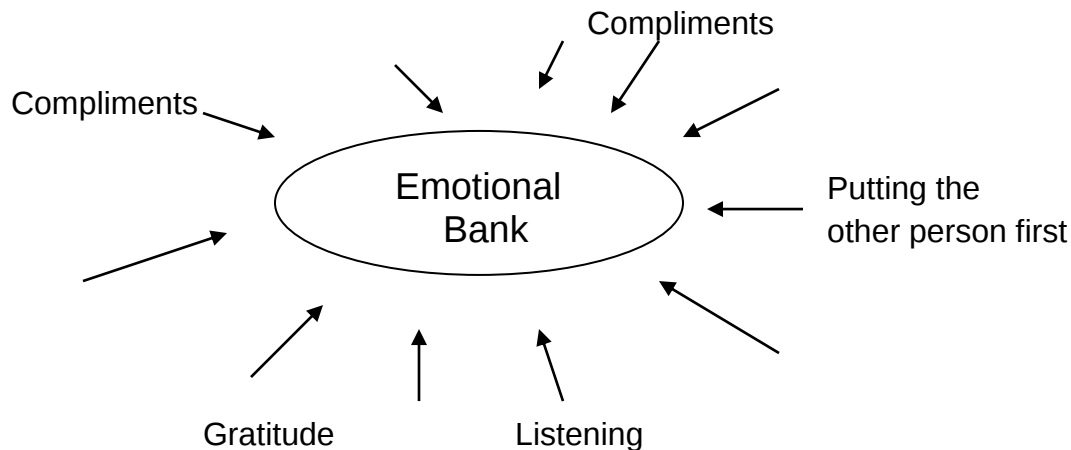
2. DEVELOP A POSITIVE VISION:

- As you look at the world through your lenses, do you see hope and possibilities, or just the opposite?



What you see in your mind's eye is what you get.

3. BUILD EMOTIONAL BANKS WITH EVERYONE:



- In any relationship or human interaction you build up an emotional bank.
- The strength of the emotional bank determines the stability of the relationship.
- You make deposits into the emotional bank through compliments, gratitude, listening, and putting the other person or persons' needs ahead of your own.

List all the positive people in your life – those positive energizers:

_____	_____	_____
_____	_____	_____
_____	_____	_____

4. NEXT, WE NEED TO UNDERSTAND THE PSYCHOLOGY OF NEGATIVISM

- **Negativism:**
 - ... gets more attention than the positive
 - ... is reinforced by attention
 - ... is all about how the person sees the world
 - ... the people around you will either wind you up or wear you down
- **Garbage in, Garbage out**
 - ... whatever you put into your brain is all that can come out
 - ... angry, greedy, poor me thoughts cannot produce a positive mindset and enjoyable life
 - ... in order to change, change your thoughts – change what you are putting in
- “The more you ponder the impossibility of having your desires show up, complain about life’s unfairness, and get upset about what continues to manifest, the more those very things define your reality. That’s because whatever you focus on invariably shows up in your life – be it what you want or what you *don’t* want. So if you’re always thinking or talking about what’s wrong with your life, then you’re attracting exactly what you don’t desire.” ~ *Wayne Dyer*
- “The law of floatation was not discovered by contemplating the sinking of things ...” ~ *Thomas Troward*
- The law of flight was not discovered by contemplating crashing.
- Therefore, be very careful on what you contemplate and think.



What do negative people depend upon to get what they want?

1. **Attention** – Even negative attention is better than no attention. They get a sense of power from this attention, similar to gossip.
2. **Fear** – The more angry and negative the person, the more fearful we are at confronting them or expressing our ideas. We tend to avoid disagreements or avoid negative people altogether because we fear a confrontation. They get what they want through fear.
3. **Guilt** – Negative people try to make you and others feel guilty if you don't see the world as they do. "Well, you should have known", or they send messages that if you don't do this or that they won't like you, talk to you, and (worse yet) tell everyone how bad you are.
4. **Intimidation** – They intimidate you with their negative attitude. You don't want them talking negatively about you. They use intimidation to manipulate you.
5. **Sense of Power** – There are some people who just love to criticize others. It makes them feel good and gives them a sense of power. Gossip is a subset of power. The more people react negatively to their criticisms, the stronger their sense of power.
6. **Elicit sympathy** to add **drama** to their lives – Most negative people are craving for affection and comfort. Many times they perceive their lives as so dull and routine, that they use negativeness to bring drama into their life.
7. **Response** – Sometimes negative people say things and do things just to "get your goat". If they can get a negative response from you, it adds pleasure to their life and reinforces their idea that the world is negative.
8. **Momentary high at your expense** – They are sharing their misery with someone. The goal is to make you as miserable as they are so they feel better. But it is short lived, addictive, and habit forming.
9. **The use of cynicism** – Some people protect themselves and try to control you through cynicism. By expecting only the worst in people and things, they will not be disappointed and will be justified in their negativism.

5. HOW TO TOLERATE AND HANDLE NEGATIVE PEOPLE

1. Do not get sucked into their downward spiral. Do not participate in their negative conversations and negative emotion. Control your own attitude and emotion.
2. Protect your brain by setting boundaries to guard your dreams, your passions, your time, and your energy. Become independent of the good opinions of others. Walk your own path.
3. Confront negative people with the facts, especially those who are using cynicism to control you.
4. Reframe the (-) into a (+). For example, if you say, "It sure is a nice day today," and to that, the negative person says, "Yeah, but it's supposed to rain tomorrow." You agree, "Yes, it is suppose to rain tomorrow", and you reframe; "But I'm going to enjoy the day while it's here".
5. Realize that you may be contributing to some of their negativism by giving it attention and getting pulled into negative conversations.
6. Bring the negativeness to their attention. This takes courage, but it can be highly effective. Most negative people do not believe they are negative.
7. Understand the psychology behind complaining (pages 6-7).
8. Try to develop compassion and empathy; for their life is pretty miserable.
9. Whininess and negativism say more about the person than they do about you or the situation.
10. Understand choice points. At any point you have a choice to participate in their negative world or not. You take control of you!
11. Meet low frequency emotions possessing less energy with high frequency positive emotions possessing high energy.
12. Practice forgiveness and letting go.
13. Make sure your own house is in order.
14. Review and internalize the suggestions (on pages 11-12).
15. Do not try to solve their problems for them, you cannot. What you can do is reframe and ask if they have any positive workable solutions.
16. If all else fails, say to yourself "Everyone has a right to be miserable until the day they die, but I don't have to be miserable with you, so you have a nice day!"

6. HOW TO HELP A NEGATIVE PERSON CHANGE



1. You must change your attitude toward them.
 - a. Compassion, understanding, forgiveness
 - b. Patience and tremendous energy
 - c. Commitment – a lengthy process
 - d. Can you do this? If so, proceed. If not, go back to page 8.
2. Form a problem solving alliance, where you help them see possible positive solutions to their problems.
3. You must find the energy to listen carefully and jot down their main points (writing it down will help prevent them from recycling it again).
4. Tactfully interrupt to get specific. Vague problems are rarely solvable. Go through main points and gather specific information.
5. Shift the focus to solutions – ask, “What do you want?” “Why?” “How will this help the problem?” “Are there any other solutions?”
6. Show them the future – help them have something to look forward to.
7. Reframe effectively and intensely, all of the time.
8. Be a role model.
9. Occasionally bring their negativism to their attention during those times when you believe they will be receptive to the feedback.
10. Realize that you cannot change them, only they can change themselves. Draw the line when necessary. “Since you seem to have no positive solutions to your problems, I cannot help you, and I cannot listen anymore, because it is dragging me down.” “If this place or situation is so bad, either leave or offer positive creative solutions to the problem.”



7. LEADERSHIP

1. Don't hire them in the first place. Use a positive attitude questionnaire in screening and hiring.
2. Surround negative people with positive people who enjoy life. Make sure every person you hire or is involved with the organization has a positive and optimistic approach to the students and clients.
3. Be an absolute role model! Is your inner grump alive and well?
4. Leadership results improve when the leader becomes a positive role model.
5. Do what you say you are going to do. Walk the talk.
6. Make attitude, wellness, and positive solutions a theme in your organization.
7. Provide the leadership, initiative, and financial resources!
8. Slowly change the culture – be persistent – stay with it.
9. Give firm, compassionate, and open direction. Help people move forward in a positive direction, or assist them in moving on. Intensely reward positive energy.
10. Understand Systems Theory – whatever you put into the system multiplies itself. Look for ways to remove the negative energy from the system and look for ways to add more positive energy.
11. You must change yourself first before you can change the organization. Take a good, hard, and honest look at yourself first. What are you doing to contribute to the negative “status quo”? This requires personal insight, not strategic planning, sight-based management, organizational change theory, or any other type of usual external leadership reactions. Changing a negative person or negative organizational climate is an emotionally charged internal issue which can only be fought at the internal emotional level first!!
12. What you contemplate and think about impacts on many others.



8. LEARN HOW TO CHANGE COMPLAINERS AND CRITICIZERS EFFECTIVELY

1. Greet them positively, and after the greeting let them speak first.
2. Take a few deep breaths and stay as relaxed as possible.
3. Allow the complainer to let off steam and run out of negative energy.
4. Listen actively and take notes. If you are on the telephone, do not try to do other work.
5. Try to empathize with the criticizer.
6. Reframe – look for agreement and redirect into a positive solution finding direction.
7. Ask questions for clarification and to encourage the complainer to continue talking.
8. Offer to look into the matter.
9. Tell people what you will do. Do not tell them what you won't do.
10. If a mistake is made, admit it, apologize, and provide a suggestion as to how to put it right.
11. Don't make excuses.
12. If you cannot deal with the complaint on the spot, tell the complainer when you will.
13. Maintain a positive/supportive demeanor. Thank complainers for sharing their concerns.

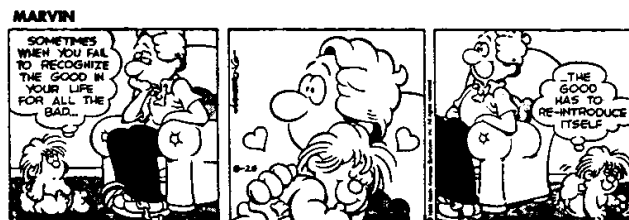




9. THOUGHTS TO PONDER Which Will Help You Stay Focused on the Positive

- A. When we see others as the enemy, we risk becoming what we hate. When we oppress others, we end up oppressing ourselves. *(Desmond Tutu)*
- B. When someone is angry and upset with you, it says more about them than it does about you.
- C. Are you an energizer for others, or just the opposite? In other words, are people better off because of their interactions with you? Do they feel better just being around you?
- D. Look for the benefit in those who become negative toward you. They are your greatest teachers. They teach you a lot about yourself and your ability to stay calm, relaxed, and caring in the face of adversity.
- E. Only you can stop a negative person from getting under your skin and into where you live; your spirit, your thoughts, your soul, and your mind.
- F. I can choose peace rather than this. I do not have to let them in where I live.
- G. Most negative people do not realize they are negative.
- H. Maybe you need to do a self-check. Perhaps you are the one that is negative.
- I. You attract into your life what you feel inside. Therefore, perhaps you are attracting negativism, because that's what you are feeling inside.
- J. What you think about yourself is what you will think of the world.
- K. Negative people are not at peace, have poor self-esteem, and are in agony. When you understand this, you develop compassion toward them rather than anger or hate.
- L. Negative authority does not work on positive, informed people who enjoy their life.
- M. Stop being offended! That which offends you only weakens you. If you are looking for occasions to be offended, you'll find them at every turn. *(Wayne Dyer)*
- N. You are powerful. One individual who lives and vibrates to the energy of optimism and a willingness to be nonjudgmental of others will counterbalance the negativity of 90,000 individuals who calibrate at the lower, weaker levels. *(David Hawkins)*

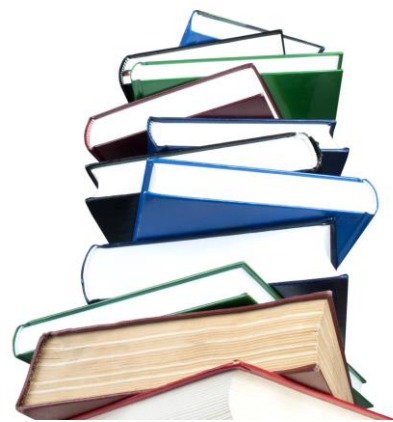
- O. The negativity of the entire human population would self-destruct were it not for the counteracting effects of the 13% of the population who function at higher positive energy levels. *(David Hawkins)*
- P. It is not about being perfect or being a saint. It is all about being better than you used to be.
- Q. Don't use weakening energies employed by those around you. Other people cannot bring you down if you are operating at higher energies. *(Wayne Dyer)*
- R. Look at yourself first.
- S. Those people who are not governed by God will be ruled by tyrants. *(William Penn)*
- T. You must begin by understanding that as much as God loves you, God equally loves your enemies. *(Desmond Tutu)*
- U. Every thought either strengthens or weakens us. *(David Hawkins)*
- V. Unkind thoughts weaken. Kind thoughts strengthen. Kindness produces serotonin, which increases our immune system and helps us feel more comfortable, peaceful, and blissful.
- W. We are all good people doing the best we can, given the circumstances. Peace, understanding, and forgiveness go a long way in resolving conflicts.
- X. Leaders, be careful when the voice in your heart loses volume in your head, because everyone who does not agree will seem like a negative enemy. You will begin to devalue relationships, and this will eventually take you down.
- Y. "Realistic optimism" is the ability to maintain a positive outlook in spite of adversity, while at the same time being well aware of the reality of any challenge. Optimists know how to put a positive frame around adversity, and they possess specific emotional tools to make better decisions and maintain balance. There is no denying of reality. As a matter of fact, optimists have a better grip on reality.
- Z. The goal is not to avoid the negative; the goal is to look for and seek out the positive. For what you see will be what you get.



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